



**FY 02**

# **Civilian Employee**



**Pacific Region Civilian Personnel Operations Center  
Systems & Training Division  
Training Team  
Fort Richardson, Alaska 99505-6700**

**1 Oct 01**

# **FY 02 PACIFIC REGION TRAINING PLAN**

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## **PACIFIC REGION FY 02 CIVILIAN EMPLOYEE TRAINING PLAN**



As supervisors and managers of federal civilian employees, it is our responsibility to develop human resources to ensure that current and future organizational needs can be met. Federal managers have several responsibilities in this area:

- Identifying specific training needs
- Developing training plans for employees
- Allocating resources to accomplish the identified training

Individual analysis is the key to employee development. In our information-based society, the knowledge, skills, and abilities of the workforce become crucial to organizational success. Training should develop basic skills, improve existing skills and help employees keep pace with the shifting demands of the job caused by changes in mission, rules, technology and reorganizations. Training dollars expended are an investment which should produce measurable returns in terms of quantity, quality and timeliness of work performance.

This region-wide training plan is a composite of civilian training needs identified by managers and supervisors at all levels for FY 02. It also provides an evaluation of FY 01 training accomplished and projects upcoming regional training opportunities.

I encourage your thorough review. This training plan maps out your FY 02 training program developed directly from your identified needs. It is our goal to conduct training on site to avoid expensive travel, per diem and tuition costs. Doing so only makes sense in today's environment of scarce resources.

{Signed}

PATRICIA S. PEARSON  
Director  
Pacific Region, Civilian Personnel  
Operations Center

## SECTION I

### FY 02 PACIFIC REGION TRAINING PLAN



#### 1. INTRODUCTION.

The Pacific Region annual training plan is presented as the operating document for the establishment and execution of the projected civilian training for the Pacific Region during FY 02. This plan provides a systematic and economical method of meeting those needs to assure successful mission accomplishment and to contribute to the overall efficiency of the Army.

#### 2. POLICY.

The Pacific Region CPOC, in partnership with Civilian Personnel Advisory Centers (CPAC), will provide training necessary to assure maximum efficiency of civilian employees in their efforts for both organizational and self-developmental enrichment. The training law (5 U.S.C. aka Government Employees Training Act--GETA) defines training as follows:

*"Training means the process of providing for and making available to an employee, and placing or enrolling the employee in a planned, prepared, and coordinated program, course, curriculum, subject, system, or routing or instruction or education in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other fields which will improve individual and organizational performance and assist in achieving the agency's mission and performance goals."*

Training needs will be continuously reviewed and modern training practices and techniques used to improve the level of employees' performance. It is our goal to assist management in meeting present and planned needs to develop employee skills, knowledge, and abilities which will improve overall organizational performance.

### 3. PRIORITIES FOR TRAINING.

Priorities for training are established so that training needs which are determined most necessary for mission accomplishment are accomplished first. All regional training was evaluated against the following priority criteria:

a. Priority I. Training that must be completed during the fiscal year to prevent an adverse effect on mission accomplishment. This includes training required by law or higher authorities.

b. Priority II. Training required to maintain the Department of Army's readiness. This training is needed for the systematic replacement of skilled employees resulting from a variety of personnel actions, e.g., promotions, reassignments, retirements, realignments, etc. Deferment would have an adverse mission effect over an intermediate term.

c. Priority III. Training which is designed to increase the effective use of resources to improve the employee's efficiency and productivity, as well as the Department of Army mission. Deferment would have little adverse mission effect, but would delay improving present mission accomplishment.

### 4. TYPES OF TRAINING.

a. Executive and Management. Education or training in the concepts, principles, and theories of such matters as public policy formulation and implementation; management principles and practices; quantitative approaches to management or management planning, organizing, and controlling.



b. Supervisory. Education or training in supervisory principles and techniques in such subjects as personnel policies and practices (including equal employment opportunity, merit promotion, and labor relations); human behavior and motivation; communication processes in supervision; work planning; scheduling and review; and performance evaluation.

c. Legal, Medical, Scientific, or Engineering. Education or training in the concepts, principles, or techniques of such disciplines as law; medicine; the physical, biological, natural, social, or behavior sciences; education; economics; mathematics and statistics; architecture; engineering; or foreign affairs.

d. Administration and Analysis. Education or training in the concepts, principles, and theories of such fields as public or business administration; personnel; training; equal employment opportunity; logistics; finance; systems analysis; policy, program, or management analysis; or planning.

e. *Specialty and Technical*. Training of a specialized or technical nature in the methods and techniques of such fields as investigation; security police science; supply; procurement; transportation; air traffic control; computer programming; language; or medical, legal, or scientific support work.

f. *Clerical*. Training in clerical skills such as typing, shorthand, word processing or computer operation; letter writing; filing; or telephone techniques.

g. *Trade or craft*. Training in the knowledge and skills needed in such fields as electrical or electronic equipment installation, maintenance, or repair; tool and die making; welding or carpentry.

h. *Orientation*. Training of a general nature to provide an understanding of the organization and missions of the Federal Government or the employing activity, or a broad overview and understanding of matters of public policy such as the policies relating to equal employment opportunity.

i. *Adult Basic Education*. Education to provide basic competency in such subjects as reading, grammar, or arithmetic.

## **5. RESPONSIBILITIES.**

### **a. Pacific Region CPOC.**

(1). Develop Human Resource Development (HRD) administrative processes and procedures for the region.

(2). Design, develop, and deliver training needs assessment surveys for serviced activities to determine where training needs exist across the region to warrant centralized management and delivery. Provide an annual training plan for centrally managed programs to the Civilian Personnel Advisory Centers (CPACs).

(3). Develop regional training requirements and budget projections with input from the CPACs.

(4). Assess sources for regional training; determine delivery methodology; procure when applicable; and complete overall evaluations in coordination with the CPACs.

(5). Develop installation electronic tools such automated training certification, web-based learning programs, and training announcements for the CPAC and other personnel. The CPACs, in coordination with the CPOC, will handle updates such as course additions, deletions, changes in location, etc. for local courses and will notify the CPOC and attendees of changes/updates.

(6). Establish professional networks with public and private sector HRD organizations.

(7). Serve as liaison /Contracting Officer Representative (COR) for the development of a wide variety of training and, with input from the CPACs, determine the most effective modes of delivery.

(8). Broadcast /Announce centralized training courses. Interface with other CPOCs to develop and/or share information.

(9). Plan, conduct and evaluate regional training programs. Prepare reports as required.

b. Pacific Region CPACs.

(1). Advise managers and employees on training methodologies which will improve organizational or individual performance, to include Human Resource Development (HRD) program planning to meet the organization's strategic priorities.

(2). Advise organizations on the use of training needs assessment survey instruments distributed and/or developed by the CPOC or higher headquarters.

(3). Advise customers on training plan requirements on Army Civilian Training Education development System (ACTEDS), intern program, and other developmental programs.

(4). Advise respective commander on the need for organizational training plan and to ensure cost-effective use of training opportunities to meet the needs of local organizations.

(5). Analyze the installation annual training program and coordinate local training requirements and budget. Coordinate regional training opportunities with CPOC (requirements, budget, delivery, etc.).

(6). Assess sources for local unique or specialized training, determine delivery method, and required funding.

(7). Coordinate all locally developed on-site training.

(8). Coordinate locally administered program requirements with Activity Career Program Managers (ACPMs).

(9). Organize cadre of local instructors; facilitate local train-the-trainer sessions. Ensure facilities are available, open, and prepared for class and that special requirements (handicapped accessibility, A/V equipment, supplies, etc.) are met. Furnish CPOC class rosters (w/instructor's signature) that contain course title, hours, cost, vendor, student name, SSN and certification of completion statement to allow CPOC to enter data into DCPDS.

(10). Evaluate local human resource development program against program goals and objectives and provide recommendations to management as appropriate.

c. Managers.

(1) Identify skills-based training requirements and developmental opportunities.

(2) Allocate necessary resources to furnish training.

(3) Arrange for employees to attend training.

(4) Evaluate the applicability of completed training.

d. Employees.

(1) Participate in training required for full performance of current or specifically planned duties.

(2) Take part in training need surveys.

(3) Assist management in formulating the Individual Development Plans.

(4) Undertake self-developmental activities.



## SECTION II

### FY 02 PACIFIC REGION TRAINING PLAN



### STRATEGIC INITIATIVES

#### DA Mission

(Civilian Personnel)

"Provide serviced commanders the service and assistance necessary to obtain, compensate, **develop**, use and retain an effective work force in all organizational units employing civilians."

#### DA Priority Emphasis Areas for Human Resource Development:

- √ A work force well informed on the implementation of civilian personnel regionalization.
- √ Market/Arrange for leadership training.
- √ Develop critical task lists.

#### Pacific Region Human Resource Development Team Mission:

*"Support the development of the workforce by identifying, planning, organizing, arranging, procuring, marketing and evaluating training that is most effectively and efficiently delivered regionally."*

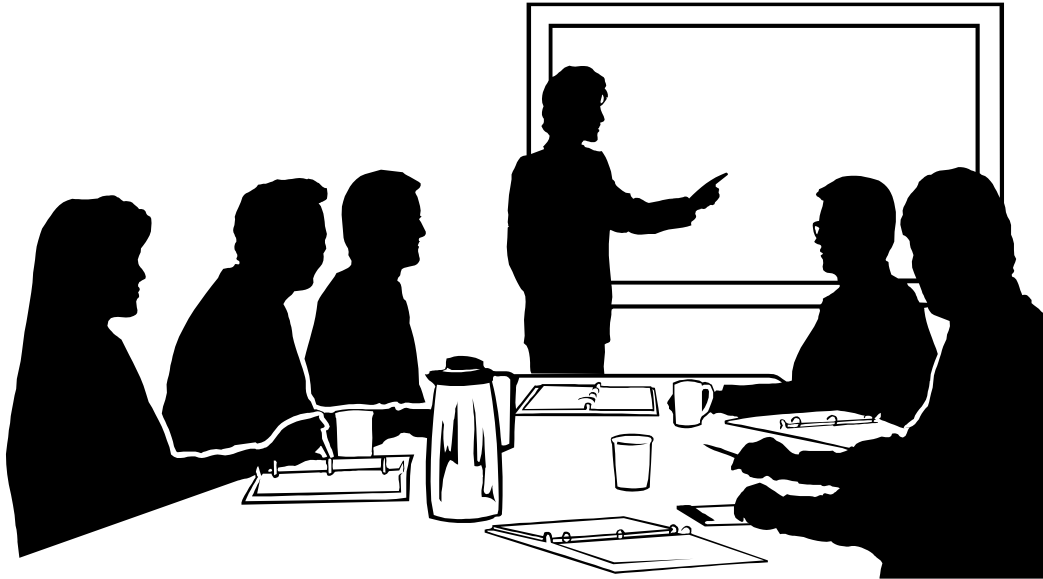
#### Pacific Region Human Resource Development Team Key Objectives:

1. *Develop and promote a region-wide training program to enable the workforce to successfully accomplish the mission.*
2. *Market and arrange for ACTEDS (leadership) training within the region.*
3. *Deliver training on a regional basis, i.e., training based upon special needs or requirements and for which regional implementation would be more efficient and cost effective.*
4. *Based on continuous needs assessments, prepare an annual training plan which analyzes needed training; evaluates training progress; and projects upcoming regional training opportunities.*
5. *Publicize training accomplishments of serviced activities in the annual training plan.*

## SECTION III

### FY 02 PACIFIC REGION TRAINING PLAN

#### PROJECTED FY 02 REGIONAL TRAINING



The FY 02 Pacific Region Training Calendar was developed in an effort to fulfill training needs common throughout the Pacific Region. Classes are open to all civilian personnel serviced by the Pacific Region Civilian Personnel Operations Center. Military, non-appropriated fund, and employees from other agencies may be allowed to attend classes on a space available basis.

Army's goal of sequential and systematic employee training and development is continuously emphasized by the CPOC, CPACs, and managers throughout the region. Training is prioritized in accordance with the annual training needs survey; regulatory requirements, established goals and objectives; and allotted resources.

PACIFIC REGION HRD TEAM KEY OBJECTIVE: *"Deliver training on a regional basis, i.e., training based upon special needs or requirements and for which regional implementation would be more efficient and cost effective."*

## FY 02 REGIONAL TRAINING PROJECTIONS

<u>COURSE</u>	<u>LOCATION</u>	<u>NO. OF CLASSES</u>	<u>PRIORITY</u>	<u>COST PER COURSE</u>	<u>TOTAL</u>
Managing the Civilian Workforce	All	10	1	\$3,500	\$35,000
Appropriations Law	Alaska	1	1	\$ 3,650	\$3,650
Budget Estimating Techniques		1	1	\$2,750	\$2,750
* Intro to Supervision	All (NISC)	12	1	\$ 195	\$2,340
* Assertive Supervision	All (NISC)	10	1	\$ 165	\$1,650
* Eff Work Delegation	All (NISC)	10	1	\$ 135	\$1,350
* Thinking Critically— Writing Clearly	All (NISC)	9	1	\$ 140	\$1,260
* Time Mgt for Supvs	All (NISC)	10	1	\$ 190	\$1,900
Team Building Excellence	All	3	1	\$3,500	\$10,500
* Computer Security	All	TBD	1	0	0
* Ethics (Web-based)	All	TBD	1	0	0
Leadership, Education & Development (LEAD)	Alaska	4	1	\$3,400	\$13,600
	Hawaii	4	1	\$2,900	\$11,600
	Japan	2	1	0	0
* New Employee Orientation	All	TBD	1	0	0
Prevention of Sexual Harassment/Employees (Web-Based)	All	TBD	1	\$ 10ea	\$10,000

## FY 02 REGIONAL TRAINING PROJECTIONS

<u>COURSE</u>	<u>LOCATION</u>	<u>NO. OF CLASSES</u>	<u>PRIORITY</u>	<u>COST PER COURSE</u>	<u>TOTAL</u>
Contracting Officer Representative	Alaska	1	2	\$2,050	\$ 2,050
	Hawaii	1	2	\$2,000	\$ 2,000
	Japan	(no requests)			
Cultural Awareness/ Diversity Training	Alaska	2	3	\$2,800	\$ 5,600
	Hawaii	2	3	\$2,400	\$ 4,800
	Japan	2	3	\$2,900	\$ 5,800
Counseling Skills	Alaska	2	3	\$2,400	\$ 9,600
	Hawaii	2	3	\$2,400	\$ 9,600
	Japan	1	3	\$3,600	\$ 3,600
Leadership for Non-Supervisors	Alaska	1	3	\$5,700	\$ 5,700
	Hawaii	2	3	\$4,200	\$ 8,400
* Managing Change	Alaska	2	3	\$3,500	\$ 7,000
	Hawaii	4	3	\$2,400	\$ 9,600
	Japan	1	3	\$3,600	\$ 3,600
* Team Building	Alaska	2	3	\$4,600	\$ 9,200
	Hawaii	4	3	\$4,200	\$ 16,800
	Japan	1	3	\$3,250	\$ 3,250
* Time Management	Alaska	2	3	\$4,000	\$ 8,000
	Hawaii	2	3	\$2,400	\$ 4,800
	Japan	2	3	\$2,700	\$ 5,400



## FY 02 REGIONAL TRAINING PROJECTIONS

<u>COURSE</u>	<u>LOCATION</u>	<u>NO. OF CLASSES</u>	<u>PRIORITY</u>	<u>COST PER COURSE</u>	<u>TOTAL</u>
* Effective Briefing	Alaska	2	3	\$1,200	\$ 2,400
	Hawaii	4	3	\$1,400	\$ 5,600
	Japan	2	3	\$2,500	\$ 5,000
* Violence in the Workplace	Alaska	4	3	\$3,500	\$ 14,000
	Hawaii	4	3	\$2,400	\$ 9,600
	Japan	2	3	\$2,800	<u>\$ 5,600</u>
<b>TOTAL:</b>					<b>\$262,650</b>

The HRD Team assessed many factors in determining which of these combined needs would best promote the effective and efficient delivery of needed training. A large number of Pacific Region employees indicated requirements which potentially could be met by conducting courses on site. Consequently, the Team will focus on the above courses as adequate regional training funds become available.

\* Training to be coordinated locally by the CPACs with the functional proponents responsible for conducting this training.

## **P**ROJECTED ACTIONS:

a. The Pacific Region CPOC will sponsor an intensive 2-day course designed to augment the current supervisory correspondence course and provide first- and second-line supervisors with “take-home” personnel management tools. The course, “Managing the Civilian Workforce, “ will be presented region wide by the Murphy Group at each of the servicing CPAC sites. A total of ten classes will be conducted during the 1<sup>st</sup> Quarter, FY 02.

b. The HRD Team will focus on arranging for and/or providing on-site training throughout the Pacific Region. Such training for selected courses offers significant cost avoidance and allows training to be given as economically as possible. Courses will be determined by resourcing levels and customer needs assessment input during FY 02 (see previous section).

c. The Training Team will continuously update training information on the Pacific Region website (<http://pacific-cpoc.ak.pac.army.mil>) to assist users in overall training administration. During the 4<sup>th</sup> Quarter, FY 01, the site underwent extensive change to make more information accessible to all users. Employees, supervisors (military and civilian), training coordinators may visit the site and learn more about such training initiatives as: leadership training opportunities; HRD toolbox for managers; general training policies & guidance; training plans and schedules; and more.

d. The Pacific Region Standard Operating Procedures clearly delineates responsibilities concerning the marketing and administration of DA's leadership programs. The CPOC will continue to provide timely notification to training coordinators and other points of contact so that suspenses for nomination packages can be established with ample time for activities to respond.

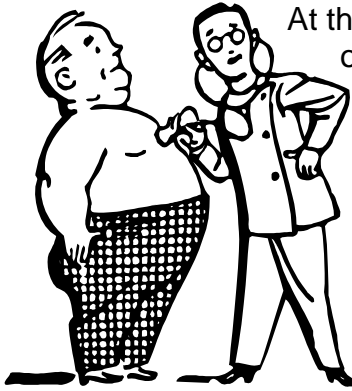
e. The Team will publish training information and special announcements via its website (<http://pacific-cpoc.ak.pac.army.mil>) throughout the FY to the workforce marketing leadership training opportunities.

f. Supervisors and managers at all levels are still encouraged (and required) to determine the needs of their civilian employees; prioritize those needs; and report the data as group needs are determined. Customers are no longer required to “wait” for an annual submission of training needs; rather, needs should be reported to the CPOC HRD Team as they become known.

## SECTION IV

### FY 02 PACIFIC REGION TRAINING PLAN

#### EVALUATION OF TRAINING--FY 01



At the beginning of FY 01, the HRD Team established key objectives and projections based upon the vision (“...*provide innovative and responsive civilian personnel products and services...to our customers.*”) and strategies set forth by the leadership in DA, MACOM, and the Pacific Region (see Section II of this plan).

Following are specific actions implemented by the Pacific Region's HRD Team in an effort to successfully achieve these key objectives and thus meet the needs of our regional customers.

PACIFIC REGION HRD TEAM KEY OBJECTIVE: *"Develop and promote a region-wide training program to enable the workforce to successfully accomplish the mission."*

PACIFIC REGION HRD TEAM KEY OBJECTIVE: *"Deliver training on a regional basis, i.e., training based upon special needs or requirements and for which regional implementation would be more efficient and cost effective."*

**ACTION TAKEN:** The Pacific Region HRD Team, with assistance from Alaska, Hawaii, and Japan CPACs, continued to coordinate the marketing of training announcements, preparation of DD Form 1556s, and other significant training issues through its extensive network of organizational training coordinators throughout serviced areas. A total of 51 employees serve as CPOC primary points of contact for employee training. Following is a summary of the training offerings and programs that the Pacific Region Training Team was able to offer to the regional community:

- ❑ *Prepared FY 01 Civilian Employee Training Plan. Approved and distributed to the Pacific Region CPACs on 1 Oct 00.*
- ❑ *Sent out FY 02 regional training needs survey on 11 Nov 00 (input requested NLT Mar 01).*

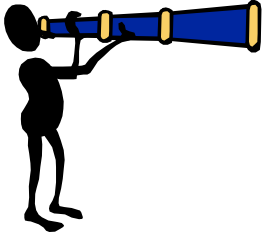


- *Prepared IDP templates for the following CP-10 series:*
  - *Personnel Staffing Specialist (GS-212)*
  - *Personnel Classification Specialist (GS-221)*
  - *Personnel Actions Clerk (GS-203)*
  - *Personnel Assistants (GS-203)*
  - *Info Systems Specialist (GS-301/334)*
- *CPOC Tng Branch rec'd \$50K for FY 01 regional training initiatives as follows:*
  - *\$20.0K: "Stopping Sexual Harassment Before It Starts"-- a web-based POSH training course taken on-line by 2,000 USARPAC/CPOC employees. CPOC prepared initial notification; user instructions; and tested system for the region*
  - *\$11.0K: "Leadership Skills—Leverage Your Efforts for Maximum Results"—The Tng Branch hired "Growth Company, Inc." to present this highly successful class in Alaska (Oct 00); Hawaii (Jan 01); and Japan (Mar 01)*
  - *\$8.5K: National Independent Study Courses. The Tng Branch purchased a number of leadership-related correspondence courses for each CPAC in the Pacific Region to distribute as needed locally*
  - *\$7.1K: "Covey Train-The-Trainer" (Handled by HQ USARPAC and HQ USARPAC EEO)*
  - *\$3.4K: "Dimension 5: Impact Elements"—The Honolulu-based company taught the class in Hawaii for 22 local managers in Sep 00*
- *Arranged for 3 Interpersonal Communication Courses at the Regional Tng Facility on 16 Nov and 14 Dec 00 and at the FRA DOL Training Room on 13 Dec 00. A total of 68 students attended the 3 classes taught by Mr. Bill Martin.*
- *Arranged for and coordinated the Pacific Region class "Strategic Planning Session" on 30 Jan – 1 Feb 01. A total of 44 CPOC employees attended the class—which was held at the UAA Conference Center—and centered on teambuilding and preparing a CPOC strategic plan. The training was presented by Dr. Lynne Curry, Growth Company.*
- *Reissued guidance to the field in Dec 00 to resume inputting completed civilian training into the Modern System OTA module. Updated announcement and "cheat sheets" as well as the web site instructions. Prepared additional Modern System (Reports and Annual Leave) in Mar 01.*
- *Revamped regional Annual Training Needs Survey for the Pacific Region.*
- *Manually input customer training data into Modern DCPDS from Oct –Dec 00.*

- ❑ *Designed a desk guide to help CP-10 managers with DA Intern responsibilities. Sent out guidance to CPOC leadership which outlines roles/responsibilities concerning those employees supervising/mentoring the intern(s) during the 2-year training program.*
- ❑ *Arranged to present LEAD at FWA (23-27Apr 01) and FRA (23-27 July 01) using top-notch, outside facilitators.*
- ❑ *Arranged for all CPOC employees to take the DA Ethics Training via the Internet in Dec 00.*
- ❑ *Took the lead in developing input (format; content, etc.) for updated Pacific Region Strategic Plan. Several drafts staffed beginning 21 Feb 01; final draft prepared 26 Mar 01.*
- ❑ *Developed method for LNs in Japan to enroll in and receive credit for Army Training Support Center correspondence courses.*
- ❑ *Request for \$25K for centralized funding for regional training approved. Courses to be presented prior to the end of FY 01.*
- ❑ *Training Team conducted orientation among the CPOC staff in regard to the 2 new DA interns assigned to the Pacific Region CPOC in Feb 01. Topics discussed were rotational assignments; upcoming training courses; performance appraisals; performance standards; and more.*
- ❑ *Updated "Managing the Civilian Workforce" so that this supervisory training course could be presented to regional customers in FY 01-02.*
- ❑ *Sponsored three "Ergonomics and Work Place Design" training classes in the CPOC on 4 Apr 01. Attended by 58 CPOC employees. No cost to the organization.*
- ❑ *Team Leader attended HRD Conference at CPOCMA in Mar 01. Course centered around Assessing needs; evaluation; strategic planning; distance learning; and update on current HRD initiatives.*
- ❑ *Employee Development Specialist at the CPOC attended the Instructional Methods course at CPOCMA in Feb 01. Class teaches students principles of platform instruction and was taught by Dr. Judy Morrison.*
- ❑ *Helped administer PreRetirement Seminar at Eielson AFB 11-12 Apr. A total of 150 personnel attended.*
- ❑ *The Training Team administered New Employee Orientation at the CPOC on 28 Mar 01 for a total of four new CPOC new hires. The 8-hour class addressed topics such as CPOC & USARPAC overview, policies, and procedures; Modern Systems; ethics; safety; information security; and more. Excellent feedback from the students on coverage and content.*

- ❑ *Conducted staff assistance visit to Japan 10-18 Apr 01. Presented 5 OTA 'Lite' classes for 34 users. Met with USARJ and CPAC training reps to discuss a variety of training tools and opportunities available.*
- ❑ *Continued to provide ATRRS input for our regional customers during FY 01.*
- ❑ *Ordered several leadership videos to make available for checkout to regional customers (Leadership (L) Makes the Difference; Army (L)-You Make the Difference; Total Quality (L); Army Civilians Talk( L).*
- ❑ *Updated the existing DA Career Program Handbook in Aug 01.*
- ❑ *Established a Pacific Region Mentorship Program; developed a desk guide for users; published on web site.*
- ❑ *Updated regional web site at direction of USARPAC.*
- ❑ *Acquired \$50K in 3rd Qtr to administer regional leader training program consisting of the following:*
  - *"Managing the Civilian Workforce" Course—The Murphy Group*
    - *FWA—1 class (25 students) 31 Oct-1 Nov*
    - *FRA—2 classes (50 students) 5-8 Nov*
    - *Camp Zama—2 classes (50 students) 13-16 Nov*
    - *Okinawa—1 class (25 students) 19-20 Nov*
    - *Fort Shafter, HI—4 classes (100 students) 26 Nov – 6 Dec*
  - *"Leadership Education and Training (LEAD)"*
    - *FWA—1 class (19 students) 23-27 Apr 01*
    - *FRA—1 class (18 students) 23-27 Jul 01*
- ❑ *"Managing the Civilian Workforce Guide" published by FPMI, Inc. We purchased 200 copies which were distributed to CPACs who, in turn, furnished to select military personnel who supervised civilian employees.*
- ❑ *Administered the training course, "Production Management in Learning Organizations." This class was conducted by ACT II Management (Judy Morrison). A total of 61 CPOC and CPAC personnel attended the 16-18 July course at the Pacific Region headquarters.*
- ❑ *Hosted the course, "TDY & Travel" for 30 students on 9 Aug 01 in the CPOC Fireside Room.*

**PACIFIC REGION HRD TEAM KEY OBJECTIVE: *"Market and arrange for ACTEDS training within the Pacific Region."***



**BACKGROUND:** The Army Civilian Training, Education, and Development System (ACTEDS) is a system that ensures planned development of civilian members of the force through a blending of progressive and sequential work assignments, formal training, and self-development as employees progress from entry level to key positions. ACTEDS plans are developed for specific occupational groups at the five major stages of career advancement: intern; specialist; supervisor; manager; and executive.

An important segment of ACTEDS is the leadership training that corresponds with receiving the "right training at the right time," based upon progressive assignment of the employee's responsibilities. Information regarding each of the below training courses may be accessed at <http://www.cpol.army.mil/Training/ACTDS>. This training includes (but not limited to):

Basic Supervisory Development Correspondence Course  
(ST-5001 and 5002)

Basic Managers Development Correspondence Course  
(ST-6000)

Action Officers Development Correspondence Course  
(ST-7000)

Intern Leadership Development Course (ILDC)

Leadership Education and Development course (LEAD)

Organizational Leadership for Executives (OLE)

Personnel Management for Executives (PME) I & II

Sustaining Base Leadership & Management (SBLM)

DoD Service Schools

## **A** CTION TAKEN:

The Pacific Region HRD Team aggressively promoted DA's core leadership programs during FY 01. Based upon mutually-developed guidance contained in the Pacific Region Standard Operating Procedures, announcements were periodically developed and sent to regional training coordinators in a timely basis for each program. In addition, advertisement for these training courses were included in the Region's Internet Homepage as well as on DA's PERMISS program (Internet--<http://cpol.army.mil>. PERMISS contains specific leadership course listings, as well as catalogs, legal, and regulatory information).

The HRD Team sent out timely announcements to coordinators/CPACs regarding each aspect of ACTEDS training in FY 01. All programs, with the exception of the Leadership Education and Development Course are now centrally administered directly through the Internet. However, this office will continue to market such opportunities as they arise and assist users with instructions for application.

In FY 00, the HRD Team administered two LEAD courses—one from 23-27 April at Fort Wainwright; and another from 23-27 July at Fort Richardson. The training was presented by a team of certified facilitators from the Center for Army Leadership, Fort Leavenworth, KS and by employees of Tobyhanna Depot, respectively.

Fort Shafter CPAC was also able to schedule a total of three LEAD classes: 26 Feb - 2 Mar 01 (20 Attendees); 30 Jul - 3 Aug 01 (17 Attendees); and, 13-17 Aug 01 (23 Attendees). The LEAD class scheduled for 13-17 Nov 00 was cancelled due to lack of nominees. The end-of-course evaluations overwhelmingly indicated the training to be exceptional; in some cases, several of the students stated it was the best training of their career.

**PACIFIC REGION HRD TEAM KEY OBJECTIVE: " *Based on periodic needs assessments, prepare an annual training plan which analyzes needed training; evaluates training progress; and projects upcoming regional training opportunities:***

## **ACTION TAKEN:**

a. For FY 01, the Pacific Region HRD Team discontinued the *formal* annual training needs survey. Instead, the Team (1) published numerous announcements to training coordinators asking that they informally report group training needs to the CPOC which could best be met with on-site classes; and (2) redesigned the HRD Team web site to provide up-to-date information for upcoming training courses. This decision was based upon several factors: the necessity to capture training needs more frequently than once per year and more informally; and, the desire to lessen the workload impact on customers when, in fact, training needs generally did not significantly change from year to year. Consequently, we believe this reporting method will allow more frequent and open communication among the Team's customer base from which the annual training plan can be developed. Hawaii and Japan submitted the following compilation of needs:



## **HAWAII**

### **COURSES WITH LARGEST NEEDS BY PRIORITY**

<b><u>COURSE TITLE</u></b>	<b><u>PRIORITY</u></b>	<b><u>TRNG NEEDS</u></b>	<b><u>NO. OF CLASSES</u></b>	<b><u>APPROX COST</u></b>
POSH	1	940	TBD by EEO Ofc	0
EEO TRAINING	1	692	TBD by EEO Ofc	0
CUSTOMER SERVICE	1	296	3	0
SUPERVISORS EEO UPDATE	1	117	TBD by EEO Ofc	0
SEADA BRIEFING	1	307	TBD by Proponent	0
ADULT CPR	1	421	TBD by DCA	6,315
STRESS MANAGEMENT	2	522	15	6000
MS ACCESS	2	81	CBT	0
MS POWERPOINT	2	145	CBT	0
WORKPLACE VIOLENCE	2	649	12	14,400

MS EXCEL	2	168	CBT	0
FEDERAL EMPLOYEE RETIREMENT	3	123	5	12,500
MS WORD	3	100	CBT	0
CULTURAL DIVERSITY	3	111	3	3,420
AIDS IN THE WORKPLACE	3	116	2	0
FIRE SAFETY	3	409	TBD by Fire Dept	0
TEAM BUILDING	3	307	8	30000
MARKS	3	121	4	0

## JAPAN

Course for US employees (H=Total Course Hours)	USARJ TOTAL	17TH TOTAL	TENANTS TOTAL	GRAND TOTAL
"Administration of MLC/IHA Employees" (8H)	7	30	20	57
"Assertive Communications" (8H)	0	19	13	32
"Basic Instructor Training" (24H)	0	8	4	12
"Better Office Skills and Systems (Boss)" (16H)	0	12	7	19
"Communication"	3	33	12	48
"Creative Problem Solving" (16H)	5	55	24	84
"Dynamic Teamwork" (16H)	6	55	15	76
"Effective Briefing Techniques" (24H)	12	24	20	56
"Effective English and Grammar Review" (16H)	5	15	5	25
"Effective Writing for Secretarial and Clerical Employees" (16H)				14
"Excellence in Customer Service" (8H)	5	121	13	139
"Executive Writing" (16H)	8	22	13	43
"From Delegation to Empowerment" (8H)	3	27	4	34
"Interpersonal Communication Skills" (16H)	1	24	14	39
"Japanese Speaking Society"	0	17	15	32

"Leadership Education and Development (LEAD) (40H)	7	27	14	48
"Listening and Memory Development" (16H)	4	26	14	44
"Manage Change" (8H)	3	11	7	21
"Managing in Japan (8H)	5	27	9	41
"Manage the Office" (16H)	1	10	7	18
"Office Administration" (32H)	2	14	9	25
"Pre-Retirement Counseling Seminar" (8H)	3	6	11	20
"Professional Development for Secretaries" (16H)	1	3	1	5
"Proofreading with Precision" (16H)	3	11	6	20
English Course (H=Total Course Hours)				
"Report Writing" (16H)	3	22	12	37
"Planning for Change" (16H)	4	8	6	18
"Secretarial Techniques" (16H)	0	4	1	5
"Stress Management" (8H)	2	29	21	52
"Technical Writing" (24H)	6	27	7	40
"Time Management" (8H)	3	32	12	47
"Understanding the Patterns of Human Behavior" (16H)	9	15	13	37
"Writing Effective E-Mail Messages" (24H)	8	29	10	47
"Writing Effective Letters and Memos" (24H)	9	27	10	46
"Access-I (Basic) (21H)	10	58	49	117
"Access-II (Intermediate)" (28H)	11	30	23	64
"Excell-1 (Basic)" (21H)	3	54	28	85



"Excel-II (Intermediate) (21H)	9	43	23	75
"Power Point-I (Basic)" (21H)	5	52	26	83
"Power Point-II (Intermediate)" (14H)	5	37	28	70
"Word-I (Basic)" (21H)	0	44	8	52
"Word-II (Intermediate)" (28H)	0	22	11	33
"FormFlow" (7H)	4	44	7	55
"DMS/Outlook 98" (7H)	3	24	7	34
"Windows Explore" (7H)	1	23	4	28
"Windows Mouse" (7H)	0	8	1	9
"New Employee Orientation for Civilian Personnel Management" (8H)	6	27	10	43
<b>Total Number of each units</b>	<b>188</b>	<b>1271</b>	<b>585</b>	<b>2044</b>

## **ALASKA**

**(No Input Received from CPAC)**

b. The Pacific Region HRD distributed this regional training plan on 1 Oct 01. It outlines general training responsibilities; strategic initiatives; projected training for FY 02 and an evaluation of overall training during FY 01 throughout the Pacific Region.

PACIFIC REGION HRD TEAM KEY OBJECTIVE: ***" Publicize training accomplishments of serviced activities in the annual training plan***

# **Significant Accomplishments**

## **(Hawaii)**

- ♦ CPAC Hawaii sponsored courses - 32 courses with a total of 727 employees trained.
- ♦ Modern Defense Civilian Personnel Data System (MDCPDS) Training - 28 sessions with a total of 169 employees trained.
- ♦ Cost savings for conducting courses on site - \$433,816

## **(Japan)**

- ♦ Leadership Education & Development (3 classes)
- ♦ Leadership: Leverage Your Efforts for Maximum Results (1 Class)
- ♦ Administration of MLC/IHA Employees (2 Classes)
- ♦ New Employee Orientation (3 Classes)
- ♦ MARKS (Modern Army Record Keeping System) (1 Class)
- ♦ Managing Civilian Workforce (3 Classes)
- ♦ Oracle Training Administration (OTA 'Lite') (4 Classes)

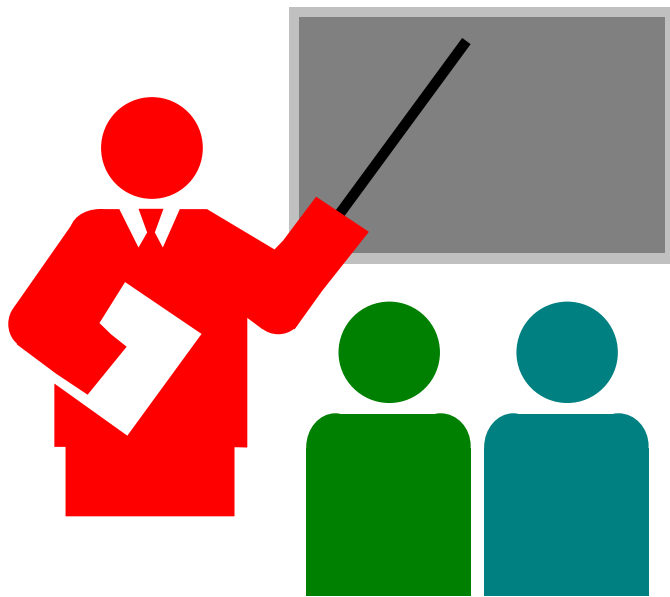
## **Alaska**

(No Input Received from CPAC)

## SECTION V

### FY 02 PACIFIC REGION TRAINING PLAN

#### PACIFIC REGION TRAINING TEAM



Mr. Dick Dooley.....Employee Development Specialist

Mr. Jim Kelly.....Employee Development Specialist

## SECTION VI

### FY 02 PACIFIC REGION TRAINING PLAN



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## SECTION VII

# FY 02 PACIFIC REGION TRAINING PLAN

## REFERENCES

Army Civilian Personnel Administration/Management Strategic Plan

Pacific CPOC Web site (<http://pacific-cpoc.ak.pac.army.mil/170300/index.htm>)

PERMISS - Training and Leader Development (<http://cpol.army.mil>)

AR 690-400, Chapter 410

AR 690-950

5 CFR, Part 410, Training

5 USC, Chapter 41

DA Pam 350-58, CLDAP

Catalog of Civilian Training, Education  
and Development Opportunities

OPM, Operating Manual

